

POSITION POSTING

FUNCTIONAL TITLE:	Administrative Assistant
LOCATION:	MTRS Main Office 500 Rutherford Avenue, Suite 210, Charlestown, MA 02129
STARTING SALARY:	\$38,300
APPLICATION DEADLINE:	Friday, March 9, 2018

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 63,000 recipients, and maintains and services retirement accounts for more than 90,000 active members and 10,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES

Working under the management of the Director of Communications, and with day-to-day supervision by the Assistant Director of Communications/Contact Center, the Administrative Assistant will be responsible for performing front desk receptionist duties and also providing administrative support to the Retirement Processing and Member Education, Service Credit Administration, Benefit Adjustment and Finalization, and Communications units.

The Administrative Assistant will:

- ☐ Perform front desk receptionist duties, including answering and accurately directing incoming phone calls; greeting visitors in a friendly, courteous and professional manner; reviewing forms and applications submitted in person for completeness; notifying staff members of appointment arrivals and package deliveries in a timely and courteous manner; and, maintaining cleanliness of the reception area
- ☐ Open, sort, date-stamp and accurately distribute all incoming mail; date-stamp and log all incoming checks in our Oracle database
- ☐ Process all outgoing mail using Pitney Bowes mailing machine
- ☐ Record incoming applications and documents in the agency's information management system (MyTRS); perform related data entry
- ☐ Periodically check the main office fax machines and properly distribute all incoming faxes to appropriate staff
- ☐ Communicate professionally, both verbally and in writing, with members of the MTRS
- ☐ Log incoming requests for service and prepare files for processing
- ☐ Review incoming member applications for completeness, follow up on missing information, and identify cases that require expedited service
- ☐ Process certain member-submitted account maintenance forms in a timely and accurate manner, and pursuant to established workflows
- ☐ Assist with the coordination of the retirement application review process, acknowledge applications, identify high priority cases, and manage file organization
- ☐ Request, log, and distribute files for the Member Services, Service Credit Administration and Benefit Adjustment and Finalization staff

- ☐ Assist with the maintenance of the counseling schedule for MTRS counseling staff and a general calendar of unit meetings and projects
- ☐ Work independently, as well as participate in decisions affecting the workflow and performance of the team
- ☐ Provide friendly, efficient and professional office support services
- ☐ Fully participate in all group meetings and training programs
- ☐ Perform other duties as assigned by the Director of Communications and Assistant Director of Communications
- ☐ Participate in all unit and agency projects as needed

QUALIFICATIONS REQUIRED

- ☐ High school diploma or equivalent, with associate's degree preferred
- ☐ Ability to communicate effectively and professionally with the public
- ☐ Excellent written and verbal communication skills
- ☐ Detail oriented
- ☐ Strong organizational abilities
- ☐ General knowledge of services provided by the agency and reasonable knowledge of basic functions of agency in order to better assist callers and walk-ins concerning direct deposit, tax withholding, downloadable forms and address change procedures
- ☐ Ability to understand retirement laws and regulations
- ☐ Ability to follow instructions and function both independently and as a member of a team.
- ☐ Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the membership, employers, members of the public and MTRS staff
- ☐ Must be flexible and able to handle a multitude of tasks
- ☐ Commitment to competent, compassionate and quality service at all times
- ☐ Proficiency with Microsoft Word and Excel
- ☐ Ability to file, collate and operate office equipment
- ☐ Ability to work a 9 a.m.-5 p.m. schedule

APPLICATION PROCESS

You must apply online at www.mass.gov. Under the heading *Employment*, click Commonwealth Employment Opportunities, which will then direct you to *MassCareers*. Once in the *MassCareers* site, you can attach your résumé and cover letter, which should be addressed to:

Robert G. Fabino, Director of Human Resources
Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210
Charlestown, MA 02129-1628

Please no calls, e-mails or faxes. Applicants must submit a cover letter addressing how their individual skill set will make them successful in the position.

Selected applicants will be invited to take a test designed to evaluate their basic math, writing and computer skills. The MTRS is an equal opportunity employer.